

Message Text

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/018 R

DRAFTED BY CA:FHENNEKE
APPROVED BY CA:BMWATSON
NEA/ARN - L. POPE
CA - JOHN DEWITT
CA - PETER K. MURPHY

-----108100 152339Z /70

O 152300Z MAY 78
FM SECSTATE WASHDC
TO AMEMBASSY BEIRUT IMMEDIATE
INFO AMEMBASSY NEW DELHI IMMEDIATE
AMEMBASSY TEHRAN

UNCLAS STATE 123673

FOR CHARGE FROM ASSISTANT SECRETARY WATSON

E.O. 11652: N/A

TAGS: CGEN

SUBJECT: VISIT OF CONSULAR ASSISTANCE TEAM (CAT)

REF: BEIRUT 2640

1. PRIOR TO RECEIPT OF REFTEL, DEPARTMENT HAD SCHEDULED VISIT OF A CONSULAR ASSISTANCE TEAM (CAT) TO NEW DELHI STARTING ON MAY 24TH. IN ORDER TO ASSIST YOU IN ADDRESSING PROBLEMS OUTLINED IN REFTEL, WE HAVE ARRANGED FOR TEAM TO STOP IN BEIRUT BEFORE VISITING NEW DELHI.

2. CAT WILL ARRIVE IN BEIRUT MAY 17 AND DEPART FOR NEW DELHI MAY 23. TEAM MEMBERS ARE: FRANKLIN CRUZ, MANAGEMENT UNCLASSIFIED

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CONSULTANT, GEORGETOWN UNIVERSITY; CARL MCCOLLUM, CA/VO; BOB WATSON, NEA/MGT; ICHIRO MORI, A/FBO. ITINERARY FOR CRUZ, WATSON AND MCCOLLUM AS FOLLOWS: ARRIVE BEIRUT MAY 17 VIA ME 232 AT 4:50PM. ITINERARY FOR MORI WILL FOLLOW BY SEPTTEL. PLEASE MAKE RESERVATIONS, (FOUR SINGLES), AT APPROPRIATE HOTEL. MEET AND ASSIST.

3. CAT IS A PROGRAM DESIGNED BY THE BUREAU TO ASSIST POSTS IN RESPONDING TO THE CHALLENGE OF INCREASING WORKLOADS AND THE MORE COMPLEX CASELOADS CONFRONTING CONSULAR SECTIONS TODAY. THE TEAM IS LEAD BY AN EXPERIENCED PRIVATE MANAGEMENT CONSULTANT AND ITS OBJECTIVES WILL BE TO WORK WITH THE POST TO ACHIEVE IMPROVEMENTS IN OPERATIONS AND MANAGEMENT, CROWD CONTROL, DIRECTIONAL AND INSTRUCTIONAL SIGNS, OFFICE SPACE, INTERVIEWING PROCEDURES, PAPER FLOW, VISA REFERRAL SYSTEM, SECURITY AND POST TRAINING. IN ADDITION, THE TEAM WILL STUDY EXTENT TO WHICH TECHNOLOGY CAN BE ADOPTED TO CONSULAR NEEDS, INSURE THAT THERE IS OPTIMAL ALLOCATION OF OFFICER AND LOCAL STAFF AND SEEK ADDITIONAL TOOLS TO COMBAT VISA FRAUD.

4. THE TEAM IS EXPECTED TO MAKE SPECIFIC RECOMMENDATIONS AND WILL ASSIST WITH THEIR IMPLEMENTATION. FOLLOW-UP VISITS WILL BE MADE IF NECESSARY. IN ADDITION, THE TEAM WILL WORK CLOSELY WITH THE CONSULAR AND ADMINISTRATIVE SECTION SUPERVISORS AND THEIR STAFFS. THE CONSULAR SECTION PROBLEMS WILL BE MUTUALLY ASSESSED, SOLUTIONS PROPOSED AND ACTUALLY IMPLEMENTED AT THE POST.

5. IN PREPARATION FOR ITS VISIT TO BEIRUT, THE TEAM IS CONSULTING WITH SEVERAL OFFICES IN THE DEPARTMENT. TO ASSIST THE TEAM IN ITS PREPARATIONS, THE POST IS REQUESTED TO PREPARE AN ORGANIZATIONAL CHART AND STAFFING

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PATTERN OF THE CONSULAR SECTION AS WELL AS ANY ARCHITECTURAL PLANS OF THE SECTION WHICH EXIST AT THE POST.

6. FOR NEW DELHI AND TEHRAN - CRUZ, WATSON AND MCCOLLUM DEPART BEIRUT MAY 23 VIA AZ 712; ARRIVE TEHRAN 10:45PM MAY 23; DEPART TEHRAN MAY 24 VIA PA 2; ARRIVE NEW DELHI AT 1:10AM MAY 25. PLEASE MEET AND ASSIST WITH OVERNIGHT HOTEL ACCOMMODATIONS IN TEHRAN MAY 23 AND ADJUST RESERVATIONS IN NEW DELHI TO MEET NEW ARRIVAL SCHEDULE. VANCE

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